

From: Wjaym@aol.com@inetgw
To: Microsoft ATR
Date: 1/17/02 6:09am
Subject: Microsoft Settlement

Attention Renata Hesse:
Trial Attorney
Antitrust Division
Department of Justice
601 D Street NW, Suite 1200
Washington, DC 20530
Fax 202-616-9937
microsoft.atr@usdoj.gov

William Miller
1020 Sively Street
Hanover Township, PA 18706
wjaym@aol.com

I purchased a new Compaq Presario mobile computer with the Windows XP Home Edition operating system and I purchased Microsoft Office Small Business Edition. When I tried to activate this software, I was treated unfairly by a Microsoft technician. In addition, I had upgraded my older Presario Desktop Compaq computer with Microsoft Professional Office on it. I was given a hard time by Microsoft that claimed I had too many copies of the software. They did not take into account the fact that restores are made by clients which must be the problem. We need to have someone to appeal their decisions to when they choose not to activate our equipment and software. Furthermore, I am not even sure that this process is necessary except that the software says it will run 49 times and shut down. This is a very frustrating and unfair business practice in my opinion which has not been the way Microsoft used to do business. Please send me a reply that you read my e-mail and concerns about the activation process being implemented by Microsoft which takes away our rights of using our software. Thank you for considering my concerns and let me know if you have any questions about the above issue.

Warm Regards,

William Miller

CC: Wjaym@aol.com@inetgw